



National Aged Care Provider Conference 2023

Working together – our journey through aged care reform and regulation

8 – 9 June 2023 | Melbourne Convention and Exhibition Centre

The Aged Care Quality and Safety Commission presents a national conference for approved providers of residential and home aged care services.

Australia's aged care reforms are driving fundamental improvements to the safety and quality of aged care for older Australians. They are changing the responsibilities and obligations of providers and the regulatory practices and powers of the national regulator.

This conference will bring together residential and home services providers to take stock of the reform and regulatory journey and how we work together to ensure that people receiving aged care have a great experience.

agedcarequality.gov.au/conference

Keynote speakers



The Hon Anika Wells MP,
Minister for Aged Care



Richard Morecroft,
Master of Ceremonies



Janet Anderson PSM,
Aged Care Quality and
Safety Commissioner



Ian Yates AM,
Interim Inspector
General of Aged Care



Lucy Bloom,
Change maker and
momentum creator



Michael Lye,
Deputy Secretary, Ageing
and Aged Care, Department
of Health and Aged Care

Day 1 | Thursday 8 June 2023

- 11.30 – 1.00** Registration, refreshments and networking lunch
- 1.00 – 1.15** Welcome and housekeeping – Richard Morecroft, Master of Ceremonies
- 1.15 – 1.30** Welcome to Country
- 1.30 – 1.50** Opening address – the Hon Anika Wells MP, Minister for Aged Care and Sport
- 1.50 – 2.00** Address by Maree McCabe AM, Chair of the Aged Care Quality and Safety Advisory Council
- 2.00 – 3.00** Address and open forum – Janet Anderson PSM, Aged Care Quality and Safety Commissioner
- 3.00 – 3.30** Afternoon tea
- 3.30 – 4.15** Parallel sessions – how we work
- Compliance
 - Complaints
 - Performance assessment and monitoring
- 4.20 – 4.50** Address by Ian Yates AM, Interim Inspector-General of Aged Care
- 4.50 – 5.00** Wrap up/close – Richard Morecroft, Master of Ceremonies
- 6.00 – 9.30** Dinner – Lucy Bloom on change management and leadership

Day 2 | Friday 9 June 2023

- 8.30 – 9.00** Registration and coffee
- 9.00 – 9.15** Welcome – Richard Morecroft, Master of Ceremonies
- 9.15 – 9.45** Address by Michael Lye, Deputy Secretary, Department of Health and Aged Care
- 9.45 – 10.30** Parallel sessions – how we work
- Compliance
 - Complaints
 - Performance assessment and monitoring
- 10.30 – 11.00** Morning tea
- 11.00 – 12.15** Provider and consumer panel session
- 12.15 – 1.00** Lunch
- 1.00 – 1.45** Parallel sessions – how we work
- Compliance
 - Complaints
 - Performance assessment and monitoring
- 1.45 – 2.15** Afternoon tea
- 2.15 – 3.15** Strengthened Aged Care Quality Standards – Lisa Peterson PSM, Assistant Commissioner, Sector Capability
- 3.15 – 3.25** What we heard through the Parallel sessions – Janet Anderson PSM, Aged Care Quality and Safety Commissioner
- 3.25 – 3.30** Wrap up/close – Richard Morecroft, Master of Ceremonies

